



**SOUTH DAKOTA 9-1-1 COORDINATION BOARD**  
**MEETING MINUTES (DRAFT) FOR FEBRUARY 9, 2017**  
**VIA TELECONFERENCE**

**Board members present:** Brown, DeNeui, Haines, Harding (joined at 10:10am), Miller, Reinesch, Rufledt, Sawvell, Serr

**Board Members Absent:** McPeek

**Staff Present:** Shawnie Rechtenbaugh (State 9-1-1 Coordinator)

**Others present:** Dawn Hill (DPS), Tony Mangan (DPS), Paul Niedringhaus and Matt Tooley (Metro Communications), Mark Mills (Wild Turkey Enterprises)

**I. Call to Order and Roll Call**

The meeting was called to order at 10:03am CDT by Rufledt. Roll call was taken and a quorum was present.

**II. Approval of Agenda**

Motion to approve the meeting agenda with changes noted.

Moved by: Reinesch                      Seconded by: DeNeui

Discussion: Add item C under other business

Vote: 8 yeas, 0 nays. Motion Carried unanimously.

**III. Approval of Meeting Minutes**

Motion to approve the October 24, 2016 meeting minutes.

Moved by: Haines                      Seconded by: Sawvell

Discussion: None

Vote: 8 yeas, 0 nays. Motion carried unanimously.

**IV. NG911 Project Updates**

A. Statewide GIS Dataset. As of mid-January, 50 counties have uploaded data to the SD DIMES system. The counties are at a 91% average in GIS data accuracy. The goal for the State is to be at 98% or more. GeoComm is working with the State on correspondence that the counties will receive on data items that will be required for 9-1-1 call routing. GeoComm will work with the counties to populate the needed fields and the counties will be responsible for maintaining the information in their data going forward. Haines asked if the board could get a copy of a report that shows the progress of each of the counties. Rechtenbaugh will get this from GeoComm and send out to the board.

Board member Harding joined the call at 10:10am.

B. LR Kimball. The LR Kimball team has joined Federal Engineering. Therefore the assignment of the contract will move from CDI (LR Kimball) to Federal Engineering. The team of folks from LR Kimball who has worked on or project since it began will continue under Federal Engineering. Rufledt reminded the board that Sara Weston was our former project manager, but left in May of last year. The rest of our original team has moved over to Federal Engineering.

C. CPE and ESInet Project.

Brown reminded the board that because his employer is SDN Communications and they are a subcontractor to Comtech he would abstain from any vote if taken due to a conflict of interest.

You were provided a Comtech Project Update summary document. This shows the current staff on the project, cut overs to date, and the upcoming cut schedule. We have been experiencing some issues with NextGen Communications, Inc. over recent months that are concerning to us the administrative subcommittee and the PSAPs. There have been communication issues between Comtech and the state and the PSAPs, a lack of customer service, many lingering issues with the system that have not been resolved or resurface, outages, and botched maintenances. In December, Ted, Kelly, and Shawnie engaged the vice president and a Senior Director with Comtech to express our concerns. We specifically asked for some staffing changes on our project, along with immediate attention to the issues our PSAPs were having that were not being addressed in a timely manner. In addition, we experienced two outages on December 14<sup>th</sup> which were completely preventable if appropriate protocols were followed. Reference the letter dated 12-28-16 and the response from Comtech on 1-6-17. Comtech presented us with a proposal to address our concerns. This included changes to the project staff. January 11<sup>th</sup> we held a statewide project update call with the PSAPs and briefed them on the staffing changes and the commitments from Comtech to do better. After two weeks, we did not feel we were seeing enough movement towards resolution of the trouble ticket issues, so the following week we informed the Comtech team we intended to recommend stop payment on the contract until the issues were resolved. You were provided a draft letter for review, which outlines the most pressing issues we have identified.

Rufledt commented that Comtech did work quickly when we came to them in December asking for staffing changes on our project. Comtech management had suggested a similar change earlier in the project, but we declined because of continuity purposes. We not agree, that change would have been a good thing. Rufledt asked Rechtenbaugh when the next invoice is due. Rechtenbaugh reported the invoice is usually received on our about the 15<sup>th</sup> of the month. According to the contract we have 15 days to dispute the invoice with a letter. We have 45 days to pay an invoice once received.

Comtech has quite a few issues that need to be resolved and need them resolved in a timely manner. If and when those issues are resolved we can then make payment at any time if the board would like to give the administrative committee the latitude to make that decision. Any company who took on this project could have experienced these issues. Comtech needs to put more resources on the project to get these issues resolved. We have stopped payment before and that got us the resolution we desired.

Serr reported we let Comtech know on our weekly call January 30<sup>th</sup> that we would be recommending to the board to stop all future payments. Comtech has been very reactive since that date. Upper management has been participating in weekly calls now. We are saddened that this is what it took to get their attention, but I see light at the end of the tunnel.

Rufledt agreed, they have made strides in the past two weeks. So we don't want to give the impression they're not doing anything. We just need them to do more and in a more urgent manner.

Harding said his questions were answered with the report by Rechtenbaugh, Rufledt, and Serr. He believes the letter will get us the results we want and it sounds like they are capable. He supports approval of the letter.

Motion to send stop payment letter and give latitude to Administrative Committee to decide when to begin payments again.

Moved by: Miller      Seconded by: Harding

Discussion: None.

Vote: 8 yeas, 0 nays', and 1 abstention (Brown). Motion carried.

Rufledt mentioned he wanted to recognize Haines whose PSAP has been affected by these Comtech lingering issues and thank her for her exceptional patience while we have had to work through this. Haines thanked the team for applying the needed pressure to Comtech and appreciates all they have done to keep this project moving.

Rechtenbaugh stated that DPS has prepared a press release regarding the stop payment and to ensure the public knows that 911 is still functioning and will work fine even though we are fixing some technical features. If any board members are contacted by the media, they can direct those calls to Tony Mangan at DPS.

#### **V. Legislative Update**

Senator Peters and Representative Jamison have introduced Senate Bill 113: An Act to require certain provisions to be met before distribution of the 911 emergency surcharge revenue and to revise the effective date for the sunset clause provisions that lower the 911 emergency surcharge and revise the method of distributing funds. The bill is scheduled to be in Senate Committee on Appropriations on Monday (February 13) at 10am. DPS will testify in support of the bill. The bill extends the surcharge sunset clause by one year to 7-1-2019. It adds a requirement that all PSAPs must be compliant with administrative rules or forfeit their portion of the 911 emergency surcharge dollars. It does give the Board the discretion to determine if a PSAP is working towards compliance and, as long as they are, they can continue to receive the surcharge dollars. We have 7 PSAPs who are not fully compliant, but most are working towards compliance.

#### **VI. Condition Statement and Collections Report**

The 2% prepaid revenue for December was \$93,818. The share of the \$1.25 surcharge, which goes to the 911 Coordination Fund for December, was \$219,812. Total balance in the 911 Coordination Fund is \$7,300,516. You will note the contractual payments made from the fund to our contractors.

On the Collections Report, you will see these revenue amounts reflected under the October Remitted column. The first shaded grey line highlights the share of the \$1.25 surcharge and the second shaded grey line is the 2% prepaid revenue, which both go to the 911 Coordination Fund. On average, the line counts fall at about 810,000 per month.

#### **VII. Other Business**

SDACC seat on the board. Gary Jaeger resigned his position on the board at a previous meeting. His term ends 6-30-18. We have received a list of candidates from SDACC and those have been submitted to the Governor's Office for consideration and appointment. Rechtenbaugh will notify the board when the appointment has been made.

Next meeting date. Thursday, April 13, 2017 at 10am Central Time.

Mark Mills with Wild Turkey Enterprises has begun his work in support of the board. He had attended the last three cutovers to learn the process so he can fill in when Shawnie is not able to be there. He has also begun conducting some past due compliance visits and working with those PSAPs who are not currently compliant. Mark is a former PSAP manager and an active member in APCO and NENA. Rechtenbaugh attended cutovers in Spink Co and Custer Co with Mark. He handled the Roberts County cut on his own. He

is also working on the back log of compliance reviews and providing technical assistance to those PSAPs still working towards compliance.

#### **VIII. Public Comment**

There was no public comment.

#### **IX. Adjourn**

Motion to adjourn the meeting.

Moved by: DeNeui      Seconded by: Miller

Discussion: None

Vote: 8 yeas, 0 nays. Motion Carried unanimously.

Meeting adjourned at 11:00am central time.